

## Patent

**REPLY UNDER 37 CFR 1.116  
EXPEDITED PROCEDURE  
EXAMINING GROUP ART UNIT**

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: CASPI et al.

Application No.: 10/742,304

Filing Date: 12/18/2003

For: COMPUTER-BASED  
TELEPHONE CALL  
MANAGEMENT

Confirmation No.: 5669

Group Art Unit: 2614

Examiner: Thjuan K. Addy

**AMENDMENT and RESPONSE to  
February 2, 2009 Final Office Action**

Docket No.: 2003P15311US

Mail Stop AF (via EFS)  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

05/12/2009

Please Enter In response to the Final Office Action mailed February 2, 2009, please amend the above-identified application as follows:

**Amendments to the claims** are reflected in the listing of claims which begins on page 2 of this paper.

Remarks begin on page 6 of this paper.